



2006-222-C 21788
2006-223-C 21788
2000-520-C 21788

July 13, 2009

Charles Terreni
Chief Clerk and Administrator
Public Service Commission of SC
101 Executive Center Drive, Suite 100
Columbia, SC 29210

C. Dukes Scott
Executive Director
SC Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201

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JUL 14 11:10:03
PUBLIC SERVICE
COMMISSION

Re; Quality of Service Reports for Hargray Telephone Company, Inc., Bluffton Telephone Company, Inc., and Hargray, Inc. for the quarter ending 06-30-2009.

Dear Sirs:

Please find the aforementioned Quality of Service Reports enclosed. We request that this information be kept confidential and not available for public inspections. Accordingly, please find enclosed a "confidential" (sealed Envelope) and a "public disclosure" document for each company. A "public disclosure" copy of each report will be sent to the SC Office or Regulatory Staff.

Should you have any questions of concerns regarding the enclosed, please contact the undersigned directly at (843) 686-1164.

Sincerely,

Alita Newton
Regulatory Analyst

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

CLEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME HARGRAY, INC.

QUARTER / YEAR Q2 / 2009

Reporting Month

APRIL

MAY

JUNE

Number of Customer Access Lines Provided:

via Resale

via UNE-P

via Other Methods

Total Line Count

Trouble Reports / Access Line (%)

Objective: < 7%

Customer Out of Service Clearing Times(%)

(Objective: > 85% w/in 24 hrs)

New Installs Completed w/in 5 Days(%)

(Objective: > 85% w/in 5 working days)

Commitments Fulfilled(%)

Objective: > 85%

Explanation for Objectives Not Met:

Does your company use its own switching facilities
to provide services within South Carolina?

YES

NO

Person Making Report / Contact Information:

